mission

Safe

A Safe,

Reliable

Reliable, Efficient and

Efficient

Accessible Transport

Accessible

System for users

supports

which supports

sustainable

sustainable economic

development

development.

outcome2
outcome3
mission
A Safe, Reliable, Efficient and Accessible Transport System for users which supports sustainable economic development.
outcome1
outcome4

Transport

Performance Indicator:

Target

outcome one

A reduced incidence of serious injury (comparison over time) per:

	Not more than
100,000 population	117.3
100 million vehicle kilometres travelled	13.6
10,000 vehicles registered	139.1

Performance Indicator:

Target

outcome two

The results of user satisfaction surveys

Community understanding of transport opportunities

Performance Indicator:

Target

outcome three

The proportion of the State road network available for use by B-Doubles by June 1997

Increase the proportion from 11% to 17%

The economic value to the community of new road projects

A benefit : cost ratio of no less than 2:1

Performance Indicator:

Target

outcome four

Road Maintenance Effectiveness

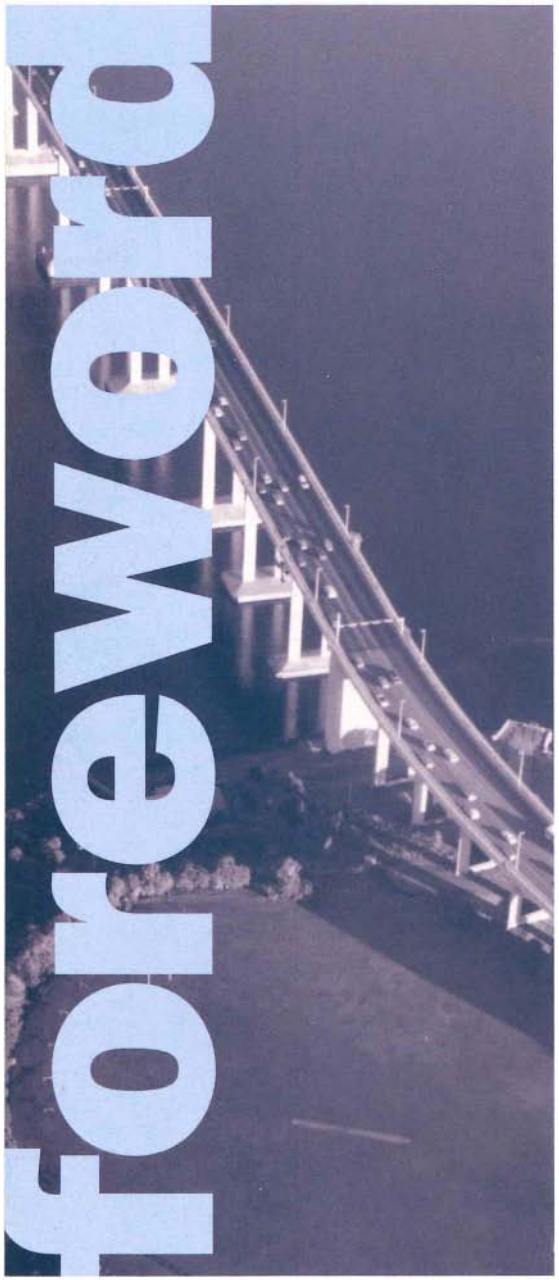
The average cost per lane per kilometre to maintain sealed roads in smooth condition

Reduced or steady cost per kilometre

Smooth Travel Exposure

The proportion of travel undertaken by vehicles on roads whose condition is below the target for those roads

Increased proportion of smooth travel during 1996-97



Minister's Message

The Tasmanian Government has placed responsibility on the Department of Transport to support its efforts in enhancing the economic development of the State by providing a well managed transport system and continuing to create improvements to the transport industry.

This plan extends and improves on the Corporate Plan for 1994-95. It confirms the clear vision held for Tasmania's transport system and the role the Department has to play in ensuring the transport system facilitates mobility, optimises safety and recognises the need to provide quality infrastructure and services.

There will be an ongoing evaluation of the corporate Outputs and strategies established to deliver the transport outcomes.

The department is operating in a dynamic environment in which it is expected to be active in providing improved services to the transport industry and its users.

The corporate plan ensures improved accountability and a high standard of service. I will be working with industry, the community and senior management of the department to ensure the plan is achieving the desired outcomes and that we all benefit from the department's commitment to the provision of a quality transport system.

John Cleary
MINISTER FOR TRANSPORT

Secretary's Message

A Corporate Plan for any organisation needs to be seen as a living document. This Corporate Plan for the Department of Transport is our current attempt to paint a direction for the Agency for the 12 months of 1996-97. In doing so we also expect to establish a foundation for future years.

The Corporate Plan places significant emphasis on consulting with the stakeholders, beneficiaries and users of the State's transport system. The fundamental concept underpinning this plan is to support the Government's goals of transport enhancing the economic development within the State, and for the customer focused delivery of services to transport users.

The Department recognises the importance of its role as focusing on strategies and policies rather than delivery mechanisms. This State, in large part delivers its transport services outside the purview of the Department of Transport. The only exception is in the operation of the Bruny Island Ferry. All other transport services have been successfully left to the private sector or specialised government business enterprises such as Metro. Shipping service to Bass Strait Islands have been successfully contracted to the private sector, the net result being reduced cost to the government and better services to the Islands. The Department's commitment to improving services to our customers is evolutionary, but unflagging. In the forthcoming year we will see major changes in public vehicle management, port reform, and the management of road assets.

Our 1996-97 Corporate Plan builds on the direction outlined in last year's plan and reinforces our commitment to ensuring the effective and efficient development and management of the State's transport system and its use by the Tasmanian community.

Neil Aplin
SECRETARY

Transport

The Department's Core Principles

Providing friendly and efficient customer service

Consulting with stakeholders and customers

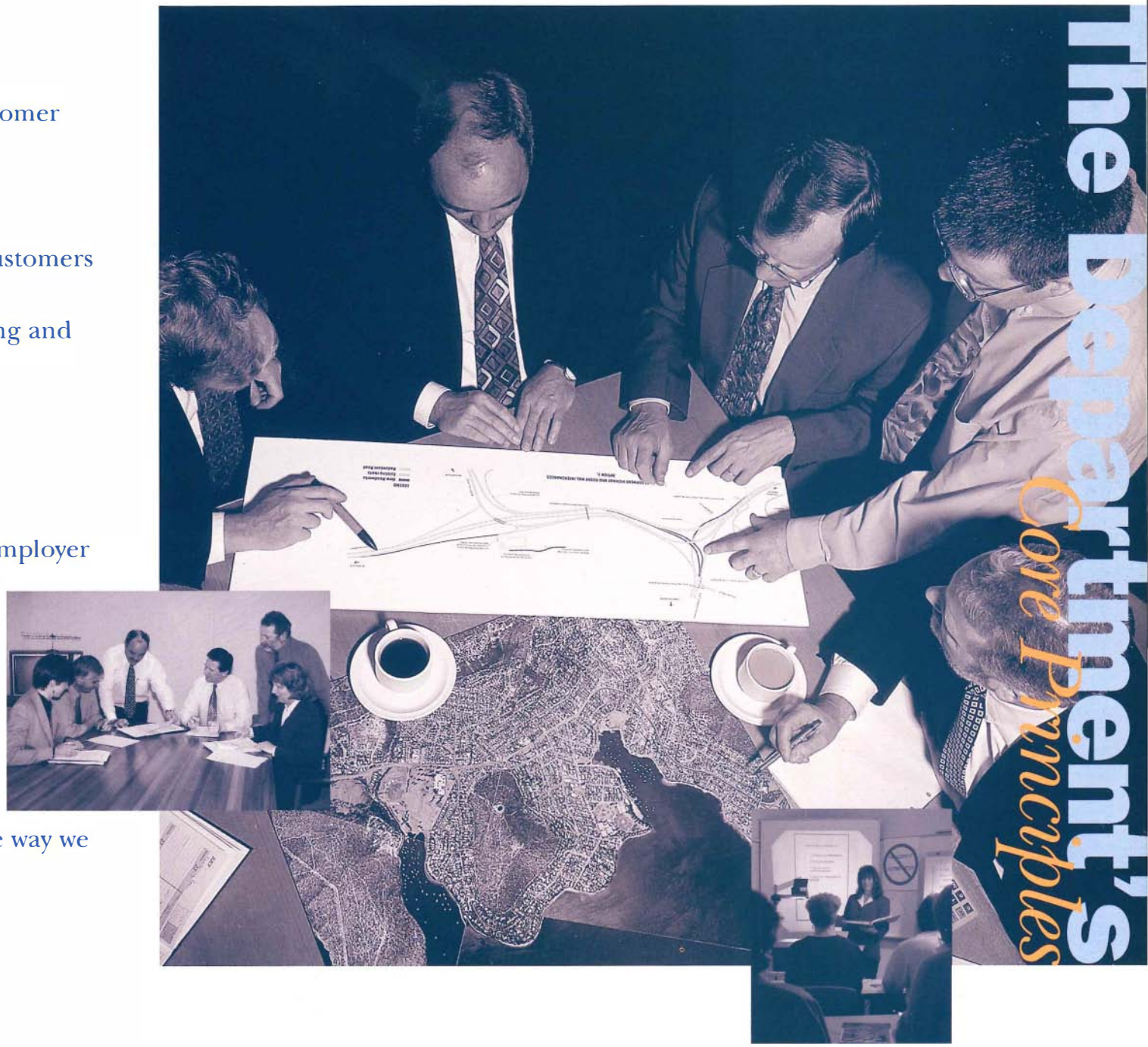
Continuously improving the planning and delivery of services

Providing value for money

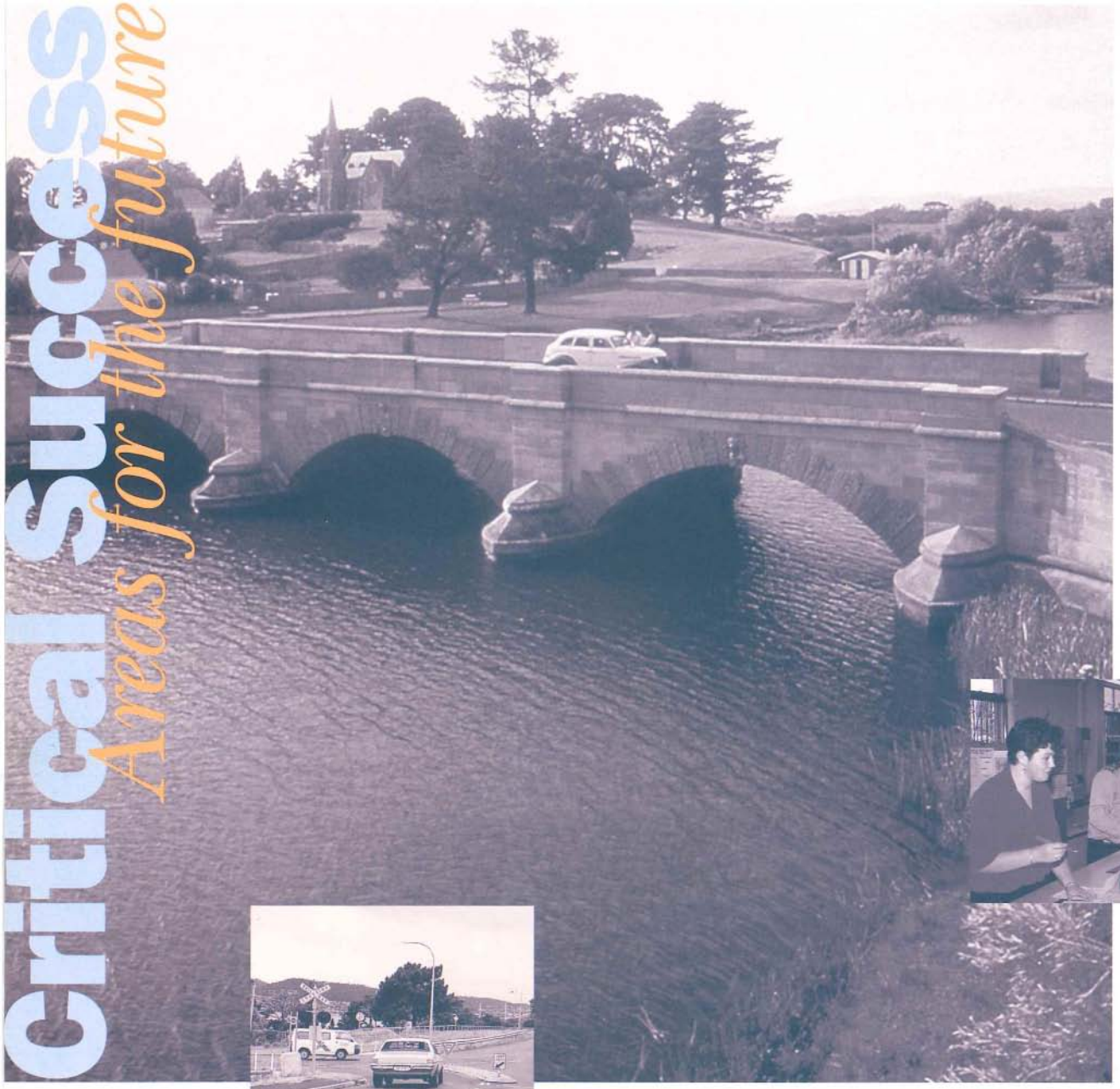
Being a progressive and equitable employer

Ensuring a high level of public accountability

We use these principles to guide the way we work towards our outcomes.



Critical Success *Areas for the future*



Economic and Effectiveness Issues

Transport reforms
Business efficiency
Impact of tourism, rural and industrial developments

Social and Environmental Issues

Protection and balanced management of the environment
Equity
Accessibility
Safety
Integration of transport and land use planning

Organisational Issues

Customer service
Consultation and communication
Administrative and regulatory improvement
Alliances and working partnerships

Transport

Development of Transport Policy and Advice for State and National Objectives

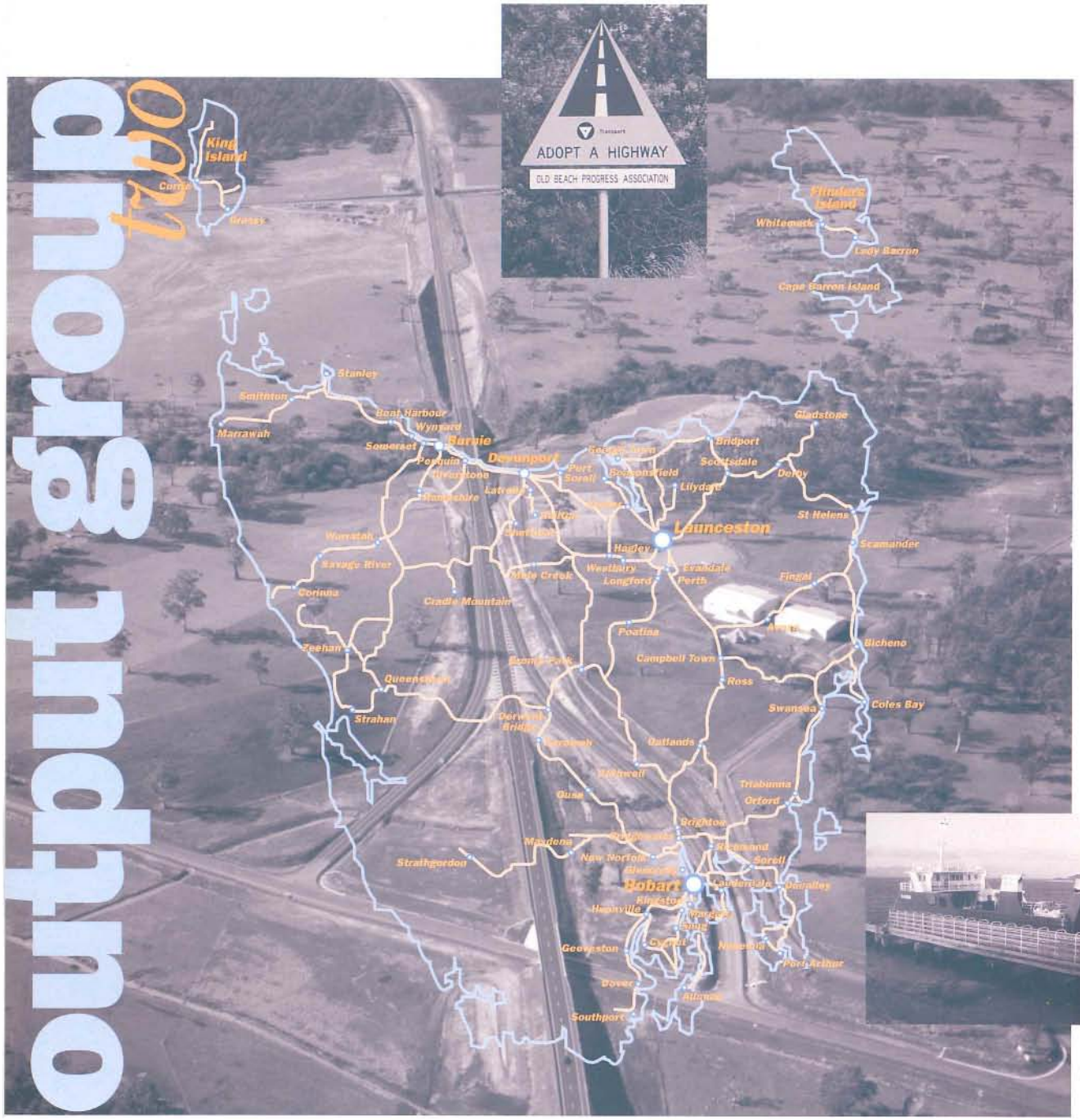
outputs

- Land Transport Reform Policies
- A State Transport Policy and Road Strategy
- Systematic Review of Legislation Administered by Department
- Marine and Aviation Policy
- National Transport Infrastructure Policy and Liaison

strategies

The Outputs will be improved by:	Target Completion Date
continuing a program of reviewing current legislation to ensure it reflects state government outcomes and objectives	ongoing
participating in the National Road Transport Commission reform process	ongoing
progressing a Government policy and legislative framework for our public transport system in light of the findings of the Committee of Review into Public Vehicle Licensing	November 1996
finalising the port reform agenda and restructuring the Navigational and Survey Authority of Tasmania	May 1997
developing strategic frameworks for the State's aviation and marine sectors	June 1997

outputs and strategies



Transport

Development and Maintenance of Roads and Transport Infrastructure

outputs

- Transport Strategies and Priority Assessments for Roads and Jetties
- Upgrading, Preservation and Protection of the National Highway
- Upgrading, Preservation and Protection of the State Arterial Road Network
- Upgrading and Preservation of State Jetties

strategies

The Outputs will be improved by:

	Target Completion Date
continuing safety audits of the road network, developing a program of safety related projects	ongoing
establishing a road construction industry consultative forum to address common issues in the delivery of roadworks	August 1996
developing guidelines for project teams in the formulation and implementation of public contact plans for works projects	November 1996
delivering a process that meets Agency obligations under the Environmental Management and Pollution Control Act 1995	December 1996
improving information collection and analysis about the standard and performance of works	April 1997
determining the capacity of bridges to carry B-Doubles or other over-mass vehicles through a testing and analysis program	June 1997
preparing a strategic plan for the management of the State road asset including a review of expenditure	June 1997

The Safe Use of Roads

outputs

- A Road Safety Strategy
- Road User Safety
- Road Traffic Control
- Road System Safety

strategies

The Outputs will be improved by

	Target Completion Date
continuing a program of minor safety works to address deficiencies in the road network at specific sites with a poor accident history	ongoing
the restructuring of school based road safety education to ensure greater efficiency and effectiveness in service delivery and maximise student participation in road safety education	November 1996
the introduction of a code of conduct for students travelling on buses and completion of the trialing of flashing lights on school buses in urban areas	March 1997
the development and implementation of a $1.2 million road safety education and enforcement program	June 1997

output group four

Registration and Licensing of the Vehicles and Drivers that use the Transport System

outputs

- Driver Testing and Training
- Registration and Licensing
- Vehicle and Driver Information and Statistics

strategies

The Outputs will be improved by:

	Target Completion Date
the review of processes supporting driver testing and training	ongoing
the development of a new Motor Registry computer system	June 1997
the introduction of regulations to reduce the number of unregistered/ uninsured vehicles on public streets	May 1997
the outsourcing of vehicle registration renewals	July 1997
the finalisation of a new organisational structure for the Motor Registry	June 1997

Transport

Administration and Enforcement of Transport Legislation and Regulations

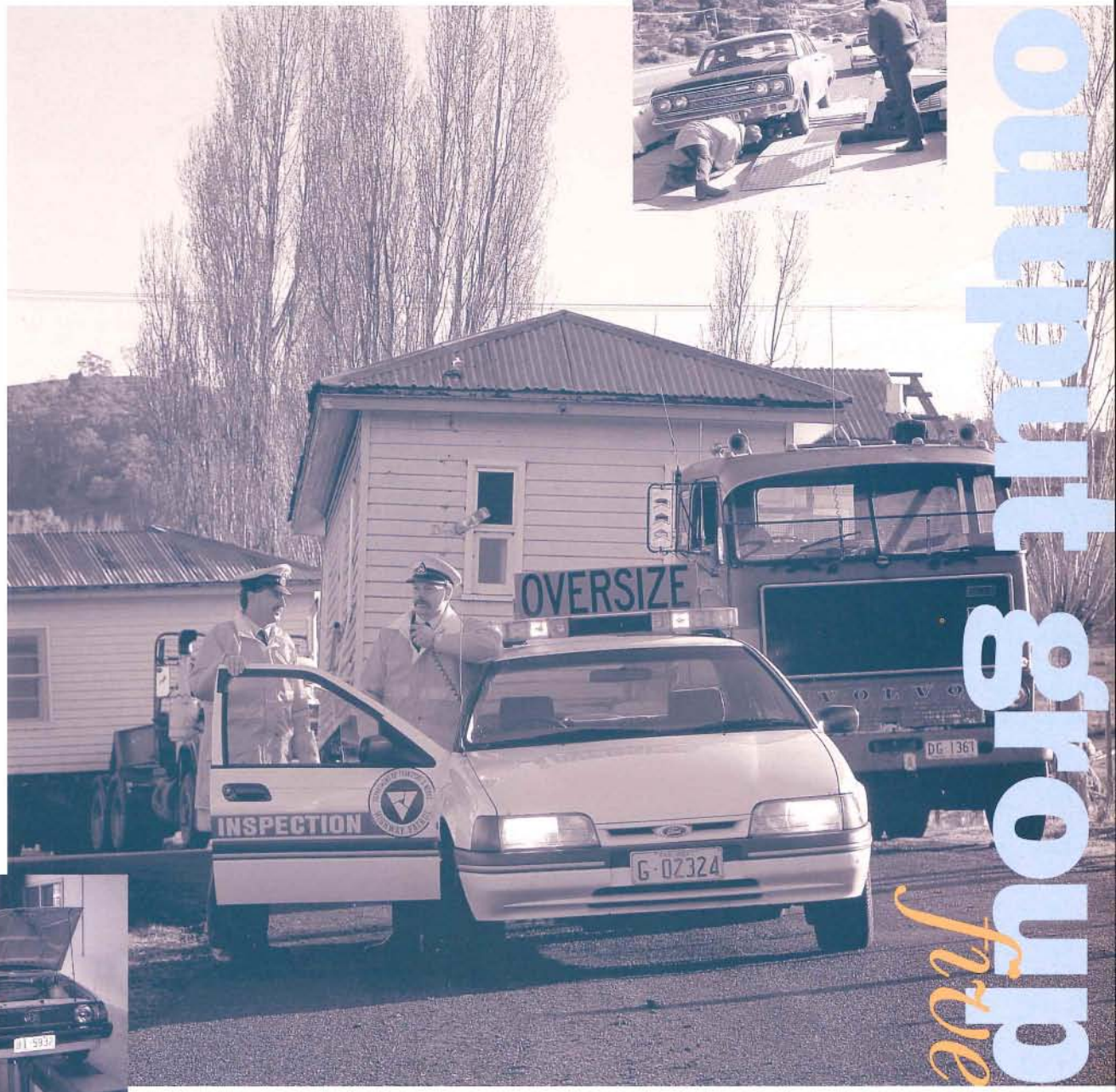
outputs

- Public Vehicle Management
- Inspection and Enforcement

strategies

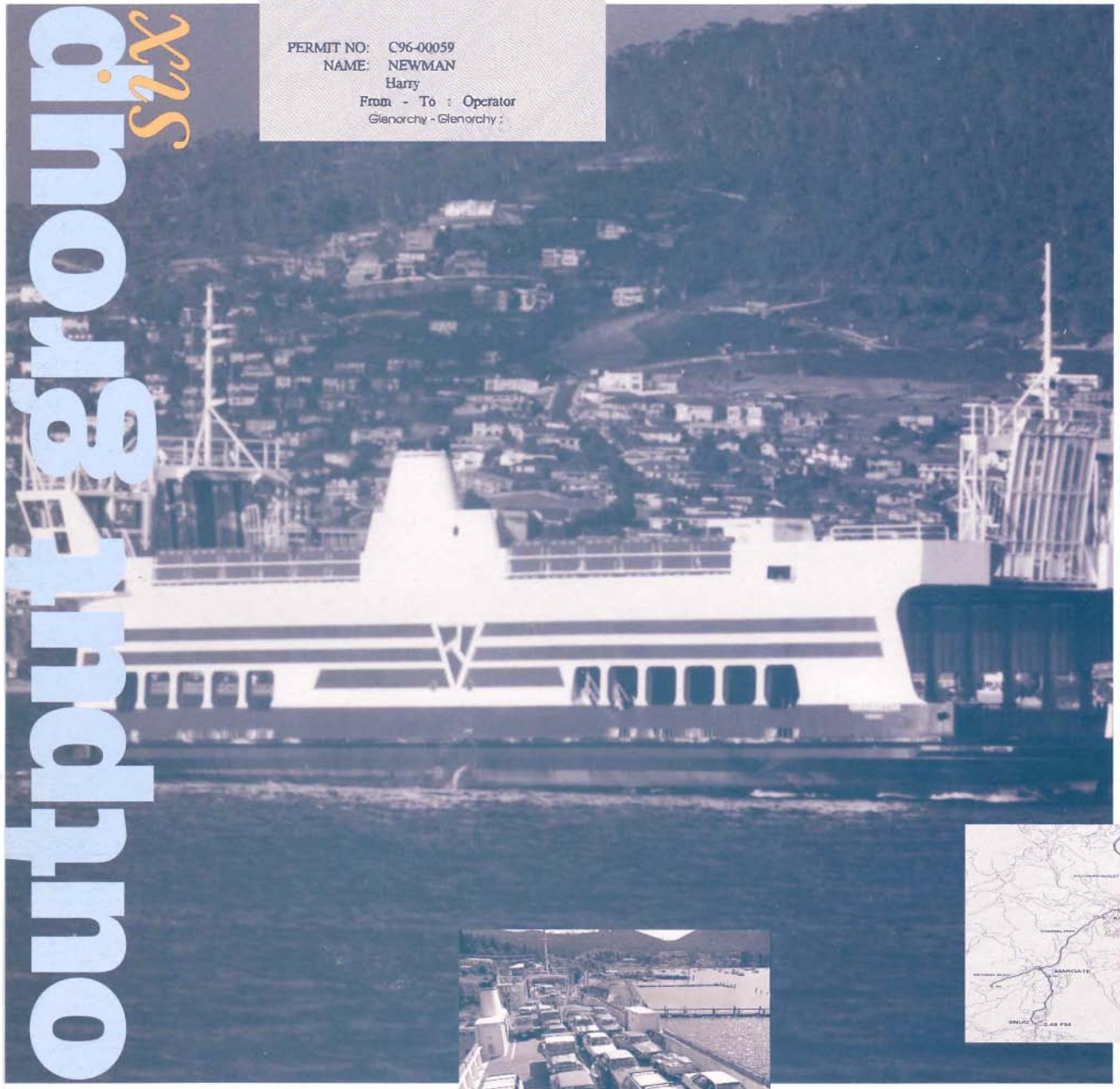
The Outputs will be improved by:

	Target Completion Date
the accreditation of private sector authorised inspection stations for pre-registration inspections of motor vehicles and for clearance of defect notices	February 1997
reviewing the appropriateness of using authorised inspection stations for heavy vehicle inspections	June 1997
a review of bus inspection procedures utilising quality assurance and operator accreditation systems	June 1997
the implementation of reforms to the quantitative licensing arrangements of public vehicles	June 1997



ongoing

output group six



Transport

Provision of Transport Services

outputs

- Bruny Island Ferry Service
- Student Transport Management and Passenger Planning
- Provision and Management of Transport Concessions and Subsidies
- Marine and Aviation Services

strategies

The Outputs will be improved by:	Target Completion Date
a review of fare setting arrangements for private sector bus routes	December 1996
reviewing current systems for providing student and passenger transport	June 1997
the review of concessions to ensure these are shared equitably around the target group	December 1997

Transport

Provision of Advice and Information to the Government, other Agencies and Members of the Public

outputs

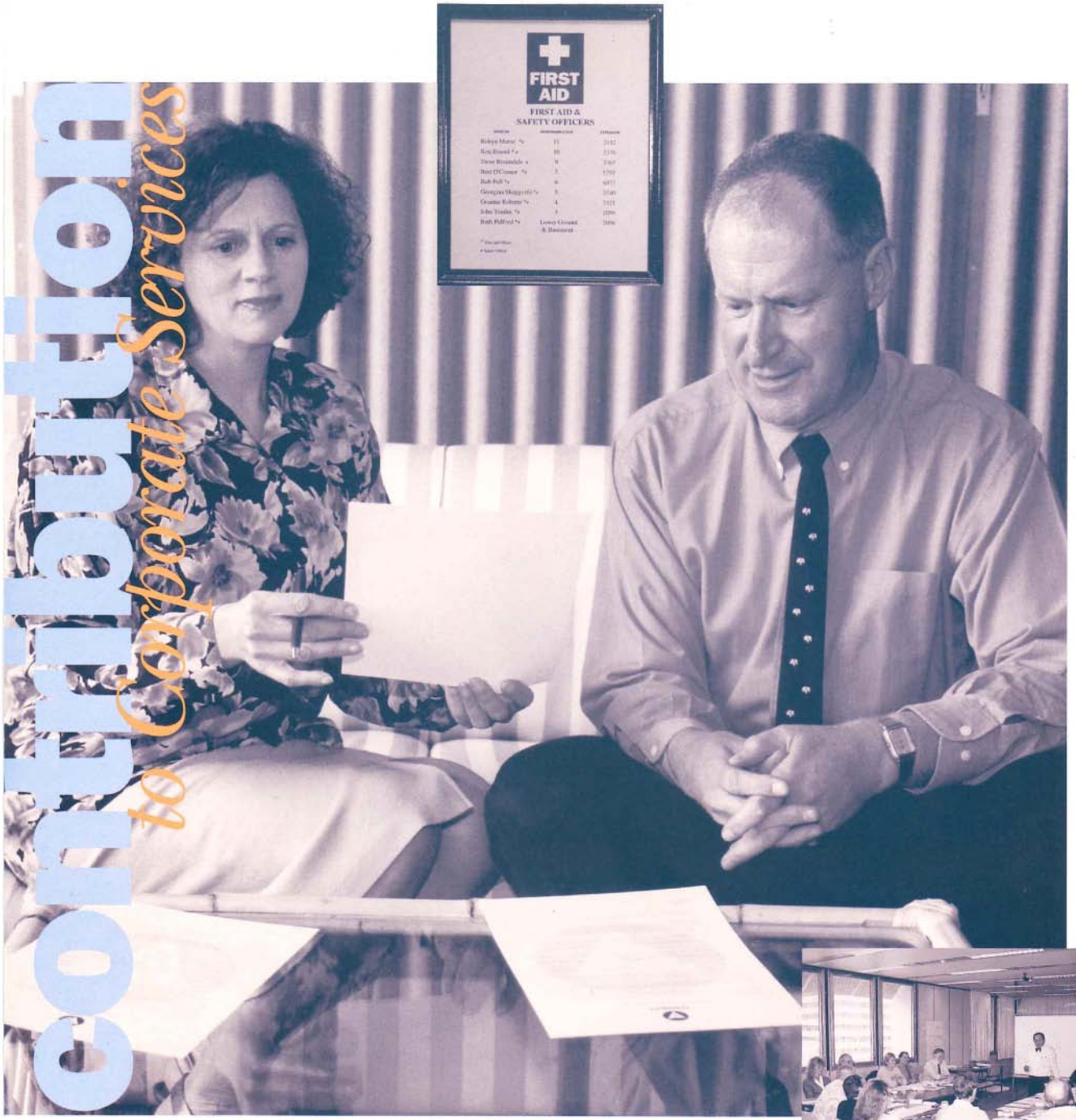
- Policy and Legislative Advice
- Ministerial Briefs and Correspondence
- Communication and Information

strategies

The Outputs will be improved by:

	Target Completion Date
▼ the development of a consultative mechanism to ensure effective communication on significant issues where representative groups do not exist	ongoing
▼ increasing the accessibility and quality of information available to the public	ongoing
▼ the development of a transport statistical publication for the State	June 1997

contribution to Corporate Services



The Contribution of Corporate Services

The role and function of Corporate Services is to provide policy development, professional management support and advice to the operational and policy areas of the department in relation to:

- financial and physical resource management
- information management
- human resource management and industrial relations
- business and corporate planning
- staff training and corporate development
- occupational health, safety and welfare

Corporate Services will improve the ability of operational and policy areas to deliver their Outputs by:

strategies

	Target Completion Date
initiating an in-house Senior Management Training Program	July 1996
introducing a departmental bulletin board to integrate corporate policies, procedures and guidelines	November 1996
developing an Information Technology Strategic Plan	September 1996
introducing Service Level Agreements for Corporate Service activities	December 1996
undertaking a review of Records Management policies and procedures	January 1997
developing a uniform risk management policy for the Department	March 1997
developing a Human Resources Manual	June 1997

DoT96·97
DEPARTMENT OF TRANSPORT
corporate
Plan

output groups *Contributing to Outcomes*

1 Development of Transport Policy and Advice for State and National Objectives

2 Development and Maintenance of Roads and Transport Infrastructure

3 The Safe Use of Roads

4 Registration and Licensing of the Vehicles and Drivers That Use the Transport System

5 Administration and Enforcement of Transport Legislation and Regulations

6 Provision of Transport Services

7 Provision of Advice and Information to the Government, Other Agencies and Members of the Public

outcomes *Government's Policy Objectives*

A Safe Transport System

outcome one

The land, sea and air transport system promotes the safe interaction of people and freight.

Safety is optimised through:

- consultation with stakeholders and road users
- development, maintenance and operation of the transport network
- development and implementation of vehicle standards and road rules
- development and implementation of educational strategies

An Accessible and Equitable Transport System

outcome two

An accessible and equitable transport system facilitates mobility and enables access to a wider range of choices and opportunities.

In recognising the needs of people and groups, the development and maintenance of the transport system takes into account:

- road routes and the linkages with sea, rail and air services
- accessibility to and between federal, state and local government roads
- design, function, affordability and regularity of services

A Transport System Which Enhances Economic Development

outcome three

Economic development is enhanced when the transport system is well managed and provides an integrated network of infrastructure and services to ports, airports, major centres and regions.

An economically viable transport system takes into account:

- land use planning and regional development
- transport costs
- travel time
- tourism and other industry factors
- efficient movement of people and goods

A Reliable Transport System

outcome four

A reliable transport system recognises the need for an agreed quality of infrastructure and services to meet the needs of users.

In meeting the corresponding standards, the following factors are considered:

- research and development of products and processes
- viability of routes and services
- facilitation of the provision of sea, rail and air services
- maintenance of road networks
- regulation of overweight and overdimensional road transport to prolong the life of the road

Legislation Administered by the Department

Air Navigation Act 1937
Burnie to Waratah Railway Act 1939
Civil Aviation (Carrier's Liability) Act 1963
Common Carriers Act 1874
Commonwealth Powers (Air Transport) Act 1952
Damage by Aircraft Act 1963
Devonport Airport (Special Provisions) Act 1980
Don River Tramway Act 1974
Emu Bay Railway Acts 1965 and 1976
Highways Act 1951
Marine Act 1976
Marine Board of Devonport (Special Powers) Act 1980
Marine Board (Validation of Elections) Act 1994
Merchant Seaman Act 1935
Metropolitan Transport Act 1954
Motor Vehicles Securities Act 1984
Motor Vehicles Taxation Act 1981
Mount Dundas and Zeehan Railway Acts 1890 and 1891
Port of Hobart Reclamation Act 1954
Railway Management Act 1935
Railways (Transfer to Commonwealth) Act 1975
Railways Clauses Consolidation Act 1901
Road Safety (Alcohol and Drugs) Act 1970
Roads and Jetties Act 1935
Taxi Industry Act 1995
Traffic Act 1925
Transport Act 1981
Van Diemen's Land Company's Waratah and Zeehan Railways Acts 1895, 1896 and 1948
Water-Carriage Act 1918
Wee Georgie Wood Steam Railway Act 1977
Wynyard Airport (Special Provisions) Act 1982

Glossary of Terms

Outcomes — the effects or consequences on the community of the Outputs delivered, by the Government, through the Department

Outputs — the goods and services, some of which are ongoing and others are improvement initiatives, produced for users outside the department

Mission — a concise statement of the department's purpose and direction

Vision — communicates a clear picture of what the department is working to look like in the future

Performance Indicator — a quanitative or qualitative indicator for assessing the achievement of objectives

Strategies — projects or initiatives considered necessary to improve the delivery of Outputs and achieve the desired Outcomes

Target Completion Date — the desired date for completion of the strategy to improve Outputs

Target — the desired level of performance to be achieved

Department of Transport

General enquiries - statewide: 13 11 05

Emergency (24 hour service)
Roads and Bridges: 1800 005 282
Traffic Signal Faults: 6233 5235

Motor Registry 13 11 05
Driver's Licence Enquiries
Vehicle Registration Enquiries
Vehicle Security Register Enquiries
Licences to Drive Taxis, Buses or Hire Cars
Driver's Licence Test Bookings - Hobart 6233 5201
- Launceston 6336 2693
- Devonport 6421 7912
- Burnie 6434 6483

Monday - Tuesday 8.15am - 4.45pm
Wednesday 9.00am - 4.45pm
Thursday - Friday 8.15 - 4.45pm

Locations
1 Collins Street, Hobart Tasmania 7000
55 Elizabeth Street, Launceston, Tasmania 7250
31 King Street, Devonport, Tasmania 7310
32-34 Marine Terrace, Burnie, Tasmania 7320

Transport Concessions and Assistance 13 11 05
Conveyance Allowance
Transport Concessions Enquiries
Transport Access Scheme

Motor Cycle Rider Training Course Bookings
Hobart 6233 2111
Penquin Motorcycle Training Centre 6434 1277

Customised and Personalised Plates 6233 5341

Vehicle Standards
Inspection Bookings - statewide 13 11 05
Vehicle certificates 13 11 05
Overweight & Overdimensional Permits - Hobart 6233 5391
- Launceston 6336 2693
- Devonport 6421 7912
- Burnie 6434 6487 / 6488

Vehicle Technical Enquiries - Hobart 6233 5214
- Launceston 6336 2693
- Devonport 6421 7912
- Burnie 6434 6483

Bruny Island Ferry
Timetable Enquiries 6233 5363
General Enquiries 13 11 05

Public Vehicles
Licences to Operate Vehicles as Public Vehicles
Enquiries 6233 5250
Progress with Applications 6233 5287
Licences to Drive Taxis, Buses or Hire Cars 13 11 05
Permits of Substitution
(24 hour - Bus Operators only) 6233 5309

Bus Planning and Operations 6233 5193

Traffic Management
Signs, Line Markings, Speed Zones, Traffic Hazards and Improvements
Hobart 6233 5219
Launceston 6336 2227
Burnie/Devonport 6434 6496

Road Safety
Policies, Education Programs and Enquiries
Hobart 6233 6643
Launceston 6336 2118
Devonport 6421 7624
Burnie 6434 6490
Accident Statistics 6233 5381

Roads and Bridges
General Enquiries - Hobart 6233 8011
- Launceston 6336 2111

Materials and Research Laboratory
Lampton Avenue, Derwent Park 6336 2118

Denison Canal - Dunalley
All Hours 6253 5113

Bridgewater Bridge
All Hours 6263 7235

Freedom of Information 6233 5370

Administration Offices
75 Mornington Road, Mornington 6233 5181
287 Wellington Street, Launceston 6336 2111
137-139 Paterson Street, Launceston 6336 2621
3 Mile Line Road, Burnie 6264 6496

Head Office 6233 8011
10 Murray Street, Hobart, Tasmania 7000
GPO Box 936J, Hobart, Tasmania 7001
Fax 6233 3937
Secretary
Corporate Services
Transport Infrastructure
Transport Client Services

Transport